

4 hr.	CURRENT STATE	FUTURE STATE	64 min.
		Intro: The Journey Begins	2 min.
1 hr. 20 min.	Welcome 1: Getting to Know You		27 min.
Bring Your Best	<ul style="list-style-type: none"> ● 1. First Impressions eLearning 2. <i>Partner Discussion on above</i> ● 3. Be a Hotel Hero ● 4. See What it Takes ● 5. Partner Discussion on above 	<ul style="list-style-type: none"> ● Use What You Know (replaces 'First Impressions' & 'Journey to Serve') ● Activity: Partner Discussion (replace 'Show what you know' Partner Discussion) ● See what it takes (replaces 'Be a Hotel Hero' & 'See What is Takes') ● Activity: #MyStyleMyService (replaces 'Be a Hotel Hero' & 'Share About Yourself' activities) 	
Share Who You Are	<ul style="list-style-type: none"> 1. <i>Getting to know the GM</i> 2. <i>What I Like</i> ● 3. Share About Yourself 4. <i>Manager Discussion on above</i> 		
Show What You Know	<ul style="list-style-type: none"> 1. <i>GM Discussion</i> ● 2. Journey to Service ● 3. Partner Discussion on above 		
2 hr. 40 min.	Welcome 2: Getting to Know Marriott International		34 min.
Embrace Core Values	<ul style="list-style-type: none"> ● 1. VIDEO: Who we are: A Legacy of Firsts ● 2. Core Values: Intro ● 3. VIDEO: Opening Doors (Bill Marriott on Core Values) ● 4. Core Values OLT ● 5. 3 stories 6. <i>Manger/Partner Discussion on above</i> 	<ul style="list-style-type: none"> ● Timeline video (replaces 'Legacy of Firsts' video) ● Video: Opening Doors (replaces all Core Values modules) ● Architecture of Brands (replaces all 'What makes a Brand' modules) ● Guest Journey (replace 'The Guest Journey') ● Activity: My Place in the Guest Journey (replaces Guest Journey activities) 	
Know Travel Life	<ul style="list-style-type: none"> ● 1. The Guest Journey 2. <i>VIDEO: NextGen Traveler</i> ● 3. Skill Check ● 4. Practice Activity ● 5. Guest Preferences Activity 		
What Makes a Brand	<ul style="list-style-type: none"> 1. <i>Match the Lifestyle</i> ● 2. VIDEO: 30 Brands ● 3. Brand Architecture ● 4. Luxury, Premium & Select 5. <i>Brand Discovery Activity</i> 		
		Wrap Up: This is Just the Beginning	1 min.

*Colored circles represent where concepts from current content is being pulled through in the new format
Italic items will be retired in new format. The reasoning behind this is as follows:

- What I like: While knowing your personality type nice to know, it is not a need to know for the Welcome module, learners will still have an understanding of the knowledge of service that they bring to the table
- GM Discussion/Partner Activities: Since one of the top concerns with Shaping Service was the number of partner activities, we have limited them to times in which discussions would be the most impactful
- NextGen Traveler: Learner will be focused on the Guest Journey and the role that he/she play in that journey as well as continue to learn about their specific Brand's target guest
- Brand Discovery: Learners will understand that we have multiple brands and how they are organized, but will focus learning on their particular brand.

While the content of 'Getting to Know your Hotel' is not changing, we will be streamlining this section into a checklist that will be in both the Partner & Participant Guide. This checklist will include all items listed in the current module, however it will give the participants and partners the ability to complete the items listed as time permits anytime throughout the first two weeks of a new hire's start date. This will allow for flexibility based on workload of the Partner/GM.

Welcome 3: Getting to Know your Hotel	
<ul style="list-style-type: none">● 1. Hotel Tour● 2. Handling Maintenance Requests● 3. Safety & Security Tour● 4. Interview your Supervisor on communication channels● 5. Job Shadow	<ul style="list-style-type: none">● Checklist in Partner & Participant Guide